## OBJECTIVE

Organized and goal-oriented professional seeking a position where my skills and knowledge on office administrative procedures and customer relations experience can be fully utilized.

## WORK EXPERIENCE

**CUSTOMER SERVICE OFFICER/ GUEST SERVICES ASSOCIATE**

**Discovery Shores Boracay**

Station 1, Boracay Island

Malay, Aklan 6300 Philippines

July 2012 – July 2015

**Duties and Responsibilities:**

* Provide prompt and courteous service is extended to both internal and external customers.
* Answer incoming calls and assist with reservations, confirmations, room need requests.
* Explain resort products, service and other information about the resort as requested.
* Process reservations (individual and group rooming lists), booking changes and cancellations.
* Arrange manual long distance calls for guests and staff.
* Handle inquiries regarding time, weather, phone number and hotel information.
* Ensure to relay the special requirements such as connecting rooms, handicapped rooms, suites; flag service requests and liaised with the appropriate departments.
* Ensure all bookings of arrivals and departures are checked for accuracy of details
* Facilitate guest departures providing accurate statements and ensuring guest satisfaction and collecting all payments due. Handle invoice preparations and receipts and payment vouchers.
* Types various documents as requested in timely and accurately.
* Maintains efficient incoming and outgoing mail procedures.
* Comply with hotel and department policies and procedures at all times
* Carry out other duties as and when assigned by the Management of the Hotel and department.

**CIVIL AVIATION SECURITY INSPECTOR**

**Airport Security Inspectorate Office**

Manila International Airport Authority

June 2007 –April 2011

**Duties and Responsibilities:**

* Ensure the proper implementation and compliance of the airport (MIAA Airport Security Program (MIAA ASP).
* Advise the Senior Aviation Security Inspector on matters concerning entry control for the approvals to an entity(regulated agents, known consignors) and approvals to individuals to carry out specific activities (e.g. security managers, screeners).
* Conduct security oversight and intervention functions in the implementation of procedures in all screening and access control points.
* Conduct security inspections in airport perimeter, passenger terminals, offices and establishments specifically those within/or have access to airports restricted areas.
* Conduct random and schedule tests on security personnel & equipment to measure the effectiveness of security standards/practices and procedures.
* Assist/accompany the national and foreign Quality control inspectors (PH-OTS and US-TSA) in the conduct of airport security assessment/audit.
* Provide administrative and technical assistance to the ASIO Head and personnel.
* Assist in the maintenance and preservation of records and documents relating to aviation security.

**HUMAN RESOURCE DEVELOPMENT ASSISTANT**

**Human Resource Development Division**

May 2004 - September 2006

**Duties and Responsibilities:**

* Prepare training documentation such as training manuals, hand notes for participants, questionnaires, and audio-visual presentations.
* Prepare coordination letter for the speakers and participants, and office orders/memo with regards to the seminar/training.
* Prepare the training room, ensured all training equipment and coordinated catering arrangements as well.
* Prepare and distribute training certificates for participants and certificate of appreciation for the speaker.
* Perform secretarial works to the MIAA 5S (Good Housekeeping Practice) Committee.
* Conduct 5S inspections along with 5S officers in MIAA offices and ensure each offices compliance.
* Assist the 5S officers during meetings and seminars, and maintain the MIAA 5S bulletin.
* Conduct administrative tasks such as handling the correspondence and write memos, e-mails, letters, answering telephone calls for the office. Act also as the secretary to the Manager, HRDD.

**INTERNSHIP/ ON-THE-JOB TRAINING**

**Manila International Airport Authority**

February 2004 – March 2004

**Duties and Responsibilities:**

* Perform tasks as directed by the Human Resource head and staff
* Assist the HRDD personnel in the seminar/trainings and in the administrative functions

**EDUCATION**

**Graduate of Bachelor of Science in Information Technology**

The Lewis College

Philippines

2000 – 2004

**Units in Bachelor of Arts Major in English**

Bicol University College of Arts and Sciences

Philippines

1999-2000

**TRAININGS/SEMINARS**

Hotel Information System and Handling Guest - Discovery Shores

ISO Standard Program - Manila International Airport Authority

Service Excellence and Good Housekeeping - Manila International Airport Authority

**SKILLS**

Proficient in Microsoft Office (MS Word, MS Excel, MS PowerPoint and MS Outlook)

Capable of dealing with other people and can effectively impart ideas

Flexible, innovative and can work with less supervision

Open to learn new things and accept new ideas

**PERSONAL DETAILS**

|  |  |
| --- | --- |
| Nationality : Filipino  | Visa Status: Tourist Visa  |
| Date of Birth: May 20, 1982 | Height: 5’7” / Weight: 55kgs |



**Gulfjobseeker.com CV No:** **1465386**